Thank you for your interest in becoming a patient at Marquette University School of Dentistry.

**GENERAL INFORMATION:**
- You will be screened by a faculty member to determine if your treatment can be done by a dental student under faculty supervision. This screening does **not** guarantee that you will be accepted as a patient.

- We accept patients that want to have all of their care provided by us. The Dental Clinic is a teaching institution that provides **comprehensive** (total) dental treatment. We do not accept individuals wanting a single tooth fixed or only one part of their care provided by the School, with limited exceptions.

- If you are accepted as a patient, **x-rays** will be ordered and will be taken at your next appointment. Payment is required before x-rays are taken. Additional x-rays may be required during treatment.

- If you are accepted and your x-rays are complete, you will be assigned to a dental student for treatment. The student will complete a **comprehensive examination**. Afterward, you will be presented with a treatment plan and options, if appropriate.

- Dental students are required to follow certain steps in your treatment. It may take several appointments before your dental treatment is started.

- You may decide whether or not to have the treatment. However, failure to follow the recommended treatment may jeopardize the outcome of your treatment.

- You are considered a **patient of record** as long as you continue to receive comprehensive care on a regular basis.

**APPOINTMENTS:**
- Treatment is provided by students under the supervision of licensed faculty dentists. It will require **considerably** more time than in a private office. Appointments are generally two to four hours long. Numerous appointments are often necessary to complete treatment.

- You are required to be on time for all dental appointments. If you are unable to keep your appointment, a **24 hour notice is required**.

**FINANCIAL RESPONSIBILITIES:**
- Dental services at the School of Dentistry are **not free**. Services are provided at a fee that is lower than a private dental office.
• An estimate of the cost for treatment will be provided to you before you begin treatment. This is an estimate only. Changes in your treatment plan may result in additional fees.

• Fees are subject to change – you are responsible for any fee increases if the individual procedure has not been started when the increase goes into effect.

• Payment must be made at the time of treatment. The School does not offer payment plans and we do not bill patients.

• Some procedures, for example dentures, require a 50% down payment when the procedure is started. The balance is due before you will be given the appliance (denture) or restoration (crown, bridge, implant, etc.).

• The School does not accept assignment of benefits from private dental insurance companies. You are required to pay for all dental services that are provided and then seek reimbursement from your insurance company. The Patient Financial Services office will assist you in filing a claim but it is your responsibility to contact them.

• If you have Delta Dental insurance through Marquette University as an employee, please speak with someone in Patient Financial Services about filing claims.

**MEDICAID, BADGERCARE AND BADGERCARE MANAGED CARE GROUPS:**

• The School is a provider for several, but not all, Medicaid programs. We will work with you and your plan to obtain the benefits of your program.

• Patients insured by accepted Medicaid programs are only required to pay for their co-pays on the day the service is provided. Please refer to your policy for co-pay amounts due.

• For treatment not covered by your plan, you have the option to pay for or decline the recommended treatment.

• You are required to show your insurance card and have your insurance verified at each appointment.

**DISCONTINUATION/TERMINATION OF TREATMENT:**

• Two failed appointments, two cancellations without 24 hour notice, multiple late appointments, or repeated unsuccessful attempts by your student to schedule an appointment are cause for dismissal. You must notify the school of any changes in your name, address, telephone number, insurance coverage, etc.

• The School of Dentistry reserves the right to discontinue treatment whenever no progress is being made to improve your oral health, you fail to follow School recommendations and/or policies, or it is in the best interest of you or the School.